

# HEALTH AND HUMAN SERVICES

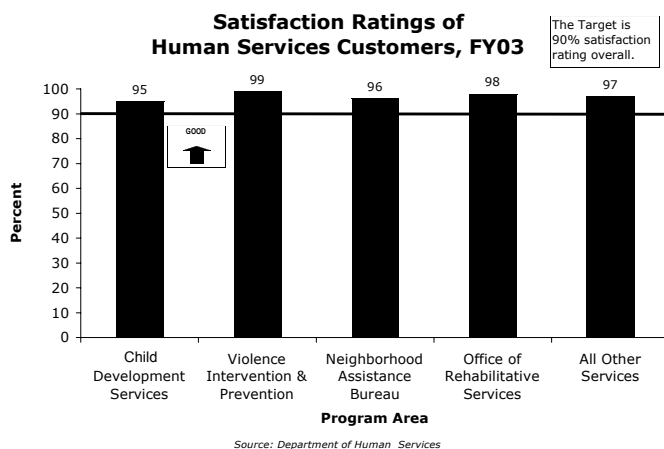
## 2004 INITIAL COMMUNITY SCORECARD

**Mission:** To improve the quality of life and promote maximum independence through the provision of health care, housing, and social and human services to those in need



### PRIORITY OUTCOMES (What we are striving to achieve for you) IN OUR STRATEGIC PLAN

- Reduced rate of uninsured countywide; healthier community
- Improved public transportation to health and human services facilities throughout Miami-Dade County
- Increased access to and quality of child care facilities
- Increased access to culturally sensitive outreach/prevention and intervention services for Miami-Dade County children, youth and their families; young adults with basic education, skills, and values
- Increased availability of affordable and special needs housing
- Improved customer service and care in health and human services; reduction of health and human service unmet needs

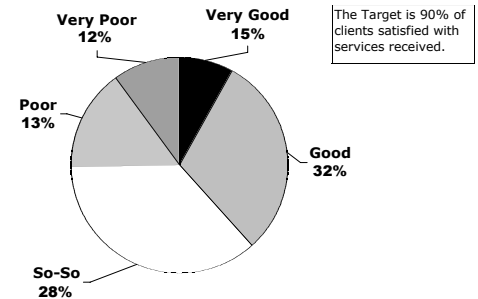


## Performance Measures

What you told us and how we are doing

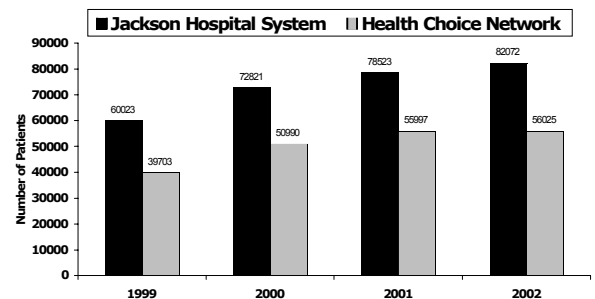
### Survey Ratings of Miami-Dade County Human Services

(Survey Respondents making \$25,000 or less)



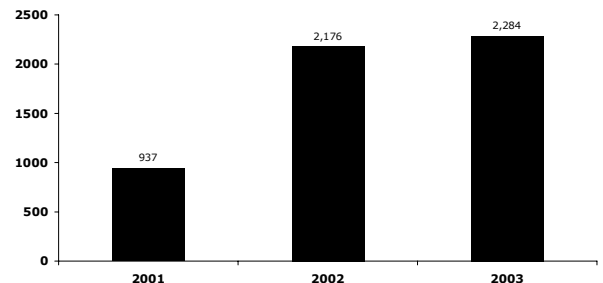
Source: 2003 Resident Satisfaction Survey

### Number of Low Income Patients Seen at Community-Based Clinics



Source: Miami-Dade County Health Policy Authority

### Number of First-Time, Non-Violent, Misdemeanor Juvenile Offenders Enrolled in the Post-Arrest Diversion Program



Source: Juvenile Assessment Center

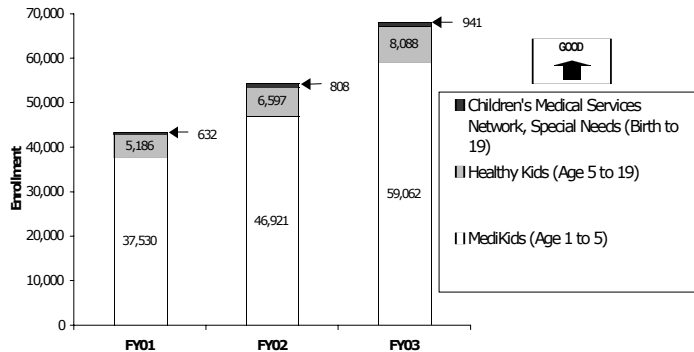


*Delivering Excellence Every Day*

# Miami-Dade County 2004 Initial Community Scorecard Reporting on Results that Matter

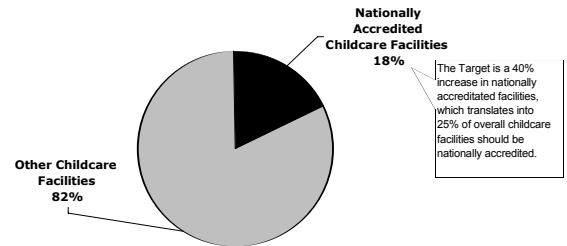
## Performance Measures What you told us and how we are doing

**Miami-Dade County Children Enrolled in Three State Children's Health Insurance Programs (Fiscal Year-End Enrollment)**



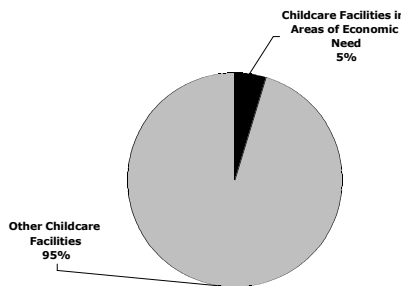
Source: Office of Countywide Healthcare Planning

**Percentage of Childcare Facilities in Miami-Dade County with National Accreditation, June 2004 (Total Number of Childcare Facilities: 1200)**



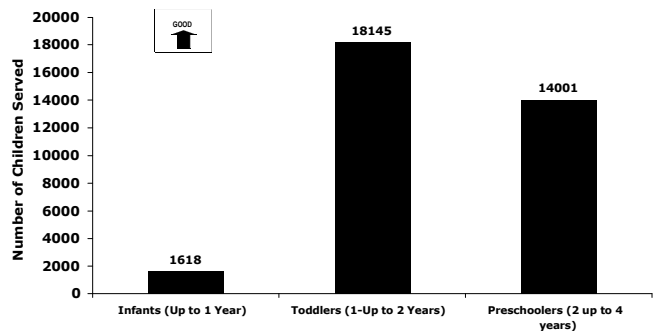
Source: Department of Human Services

**Percentage of Childcare Facilities in Miami-Dade County Located in Areas of Economic Need, June 2004 (Total Number of Childcare Facilities: 1200)**



Source: Department of Human Services

**Number of Infants, Toddlers and Preschoolers Provided Early Childhood Development Services, FY03**



Source: Department of Human Services

## COMMUNITY DOLLARS AT WORK: EXAMPLES OF WHAT YOUR TAX DOLLARS BOUGHT IN FY 2003

- 8,031 of 9,126 (88%) public housing units occupied
- 3,600 homeless individuals placed into permanent housing
- 24,400 clients at Community Enrichment Centers were provided services such as Head Start, meals for the elderly, job training, educational services and family development services
- 6,528 Head Start slots funded for 175 days
- 1,069 domestic violence victims provided shelter and advocacy
- 1,312 veterans and their families assisted in filing benefit claims
- 2,571 Head Start parents, public housing residents or delinquency prevention service recipients enrolled in parenting classes
- 33,735 youth received culturally sensitive outreach, prevention, and intervention services
- 1,050 out of 1,500 (70%) juvenile offenders successfully complied with alternative treatment and sanction plans
- 1,936 young adults enrolled in basic skills and socialization programs